IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re	the Application of:)	Group Art Unit: 2195	
Andre	ew D. Flockhart)	Confirmation No.: 9237	
Serial	No.: 10/673,118	í	Examiner: Eric Charles Wai	
Filed:	September 26, 2003)		
Atty.	File No.: 4366-106)	INFORMATION DISCLOSURE	
Entitle	ed: "Method and Apparatus for Load)	STATEMENT	
	cing Work on a Network of Servers Based)	Electronically Submitted	
	Probability of Being Serviced Within a			
Service Time Goal"				
P.O. E	nissioner for Patents 3ox 1450 ndria, VA 22313-1450			
Dear S	Sir:			
	The references cited on attached Form PTC	D-14	49 are being called to the attention	
of the	of the Examiner.			
	Copies of the cited non-patent and/or foreign references are enclosed herewith.			
	Copies of the cited U.S. patents and/or patent applications are enclosed herewith.			
\boxtimes	Copies of the cited U.S. patents/patent app	licati	on publications are not enclosed in	
accord	dance with 37 C.F.R. § 1.98(a).			
	Copies of the cited references are not en			
§ 1.98	s(d), because the references were cited by	or	submitted to the U.S. Patent and	
Trade	mark Office in prior application Serial No		filed,	
which	is relied upon for an earlier filing date under	35 L	J.S.C. § 120.	
	To the best of applicants' belief, the pertin			
are be	lieved to be summarized in the attached Engl	ish a	bstracts and in the figures, although	
applic	ants do not necessarily vouch for the accurac			
	Examiner's attention is drawn to the following related applications:			
	Serial Nofiled	,	•	
	Serial Nofiled	(Attorney's Ref. No)	
П	Other:			

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

FEES

37 CFR 1.97(b): No fee is believed due in connection with this submission, because the information disclosure statement submitted herewith is satisfied by one of the following conditions ("X" indicates satisfaction):		
Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or		
Within three months of the date of entry into the national stage of an international application as set forth in 37 CFR 1.491 or		
Before the mailing date of a first Office Action on the merits, or		
Before the mailing of a first Office action after the filing of a request for continued examination under 37 CFR 1.114.		
Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970.		
37 CFR 1.97(c): The information disclosure statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions: (1) a final action under 37 CFR 1.11 or (2) a notice of allowing under 37 CFR 1.311, or (3) an action flat otherwise closes prosecution in the application. This Information Disclosure Statement is accompanied by: A Certification (below) as specified by 37 CFR 1.97(c). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970. Retase charge Deposit Account 19-1970 in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(c) for submission of an information disclosure statement. Please credit any overpayment or charge any underpayment to Deposit Account 19-1970.		
37 CFR 1.97(d): This Information Disclosure Statement is being submitted after the period specified in 37 CFR 1.97(c). This information Disclosure Statement includes a Certification (below) as specified by 37 CFR 1.97(c). Applicants hereby requests consideration of the reference(s) disclosed herein. Please charge Deposit Account 19-1970 in the amount of \$180.00 under 37 CFR 1.17(p). Please credit any overpoyment or charge any underpayment to Deposit Account 19-1970. Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.		

Certification (37 C.F.R. 1.97(e)) (Applicable only if checked) \boxtimes The undersigned certifies that: Fach item of information contained in this information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1). A copy of the communication from the foreign patent office is enclosed. OR No item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,

SHERIDAN ROSS P.C.

Bv

Date: Film, 12, 2010

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